

# Project Startup Report

**Project Name:** Secretary of State Data Processing System (SOS-DPS)

**Agency:** Secretary of State

**Business Unit/Program Area:** Central Indexing Services, Business Licensing, and Registrations

**Project Sponsor:** Al Jaeger

**Project Manager:** Justin Data

## Project Description

The Office of the Secretary of State (SOS) has procured via request for proposal a commercial, off-the-shelf (COTS) business system ("cGov360") to replace legacy mainframe- and AS400-based applications to support UCC, licensing and registration processes at the Secretary of State office. This project is the "implementation" of this COTS system.

## Business Need or Problem

- Current core systems are built on antiquated, costly to maintain platforms (mainframe and AS400).
- Resources available to maintain and enhance the current systems are scarce.
- Available online services are limited and not available to the extent the public demands.
- Too much internal staff time is spent on activities that can be automated.

## Key Metrics

| Project Start Date | Estimated Length of Project | Estimated Cost |
|--------------------|-----------------------------|----------------|
| 11/11/2008         | 10-12 months                | \$714,553      |

## Benefits to Be Achieved

| Project Objectives                                                      | Measurement Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Improve and create additional online services to users of these systems | <ul style="list-style-type: none"><li>▪ Projecting that UCC online filings will increase 10% in the first six months, and up to 40% in 12 months</li><li>▪ Current Central Indexing System online filings are 1%</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Reduction in labor                                                      | <ul style="list-style-type: none"><li>▪ Receipting and depositing payments<ul style="list-style-type: none"><li>○ Staff currently spends 5-6 person-hours per day receipting and depositing</li><li>○ Process becomes automated with new system, so these hours are significantly reduced.</li></ul></li><li>▪ Eliminate work spent date-stamping incoming documents<ul style="list-style-type: none"><li>○ Incoming documents will be electronic and automatically date-stamped, eliminating this manual process</li></ul></li><li>▪ Reduce the amount of time spent auditing images (for quality of image).<ul style="list-style-type: none"><li>○ Staff currently spends 4-5 person-hours per day auditing images</li><li>○ With the new system, audit process will take place as part of the business process because images will be scanned up front, thereby making time spent on this activity minimal</li></ul></li><li>▪ Reduce the amount of time scanning<ul style="list-style-type: none"><li>○ Currently, it is a full time job for one person to perform scanning functions</li><li>○ Likely, this process will take more time in the first few months after product rollout as the staff incorporates new processes and scanning hardware, but as time progresses, as batch processes are perfected and scanning prep time is eliminated, the expectation is that scanning</li></ul></li></ul> |

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|                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                            | <p>will become a half-time job</p> <ul style="list-style-type: none"> <li>▪ Increase efficiency and accuracy of attaching images to ID numbers. <ul style="list-style-type: none"> <li>○ Automation will remove the possibility of attaching wrong ID numbers to images, so the manual correction process for this is eliminated <ul style="list-style-type: none"> <li>▪ With current system, staff spends some 2-3 hrs per week on this function, which will be eliminated with the new system</li> </ul> </li> </ul> </li> </ul> |
| Reduce paper handling volume at the state and county       | Will see a reduction in hard-copy pending files (these will become all electronic). Exact figures for volume reduction currently unavailable.                                                                                                                                                                                                                                                                                                                                                                                       |
| Increase the number of documents imaged and indexed        | There are a number of new profiles that are hard-copy for the current system. These will be moved to an electronic process, so will increase the number of documents imaged and indexed. Exact figures currently unavailable.                                                                                                                                                                                                                                                                                                       |
| Eliminate the use of AS400 for registrations and licensing | Success criteria is that use of (and related costs spent on) the AS400 is eliminated                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Remove CIS filings from the mainframe                      | Success criteria is that use of (and related costs spent on) the mainframe is eliminated                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Combine CIS and business indexes into the same database    | Success criteria is the elimination of duplicated efforts relating to data                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## Cost/Benefit Analysis

- Staff time reductions noted above translate into direct efficiency gains as staff can be re-allocated to other activities.
- Direct staff cost savings related to the new system will come from a reduction in overtime requirements currently used to support the existing system:
  - Following is the amount of overtime that staff has spent in the current and prior biennium working overtime to support a backlog in the current system:
    - 2003-2005: 20 employees, for a total of 2,762.5 hours
    - 2005-2007: 23 employees, for a total of 3,355.25 hours
  - The SOS is estimating that after the new system is implemented and stabilized, overtime hours would reduce to:
    - 16 employees, for a total of 258.5 hours

## Key Constraints or Risks

- Funding for the continuation of the contract into the maintenance agreement is contingent upon allocation in the 2009 legislative session.
- Matching an off-the-shelf system's functionality to the SOS office's needs: Historical information proves that despite the number of similarities between SOS jurisdictions, differences in specific execution of workflow and special requirements for ND-specific statutes can cause more customization required than expected. (This is mitigated by the amount of research this office has already invested in preparation for this project, and the fact that ND is the second jurisdiction to install cGov360 and because of this will have significant input into the functional direction of the next release of the system.)
- Data Conversion: This project will require data conversion from existing systems to a new system. Historical information proves that this is often a risky part of the project with potential for cost or schedule overruns. (Risk has been minimized by data cleaning completed well in advance of mapping it to a new system.)

# Project Closeout Report

Presented to the IT Committee Month, Day Year

**Project Name:** Project Name

**Agency:** Agency Name

**Business Unit/Program Area:** Business Unit

**Project Sponsor:** Sponsor Name

**Project Manager:** PM Name

| Project Objectives | Measurements    |             |
|--------------------|-----------------|-------------|
|                    | Met/<br>Not Met | Description |
|                    |                 |             |
|                    |                 |             |
|                    |                 |             |
|                    |                 |             |
|                    |                 |             |

| Schedule Objectives |                              |                           |          |
|---------------------|------------------------------|---------------------------|----------|
| Met/<br>Not Met     | Scheduled Completion<br>Date | Actual Completion<br>Date | Variance |
|                     |                              |                           |          |

| Budget Objectives |                 |                     |          |
|-------------------|-----------------|---------------------|----------|
| Met/<br>Not Met   | Baseline Budget | Actual Expenditures | Variance |
|                   |                 |                     |          |

| Major Scope Changes |
|---------------------|
|                     |

| Lessons Learned |
|-----------------|
|                 |

| Success Story |
|---------------|
|               |